

## CHAPTER 7

### CONSULTATIONS

#### INTRODUCTION

The Interim LIP Council expressed concerns around the number of immigrants and refugees participating in Task Groups. Although many service provider staff who are/were immigrants or refugees were participating, as well as other individual immigrants/refugees not affiliated with service agencies, it was felt that the work of the Task Groups could be enhanced through taking, wherever possible, their results to larger numbers of immigrants and refugees who were not attached to service providers. To that end, once the Task Groups had determined the needs and gaps in their respective theme areas, focus groups were held with immigrants and refugees throughout Waterloo Region. Nine focus groups were held, with eight of them being presented with the results of at least one of the Task Groups' identification of gaps and needs. One focus group with refugees only was asked a set of questions around their needs and experiences, which, it was felt, often differed from other immigrants. Where needed, interpreters were used to help facilitate discussion.

Similarly, although employers were represented in some of the Task Groups, members of the WRIEN Steering Committee felt that, particularly for the Employment Task Group, it would be good to hear from more employers. To that end, an employers' focus group was organized by WRIEN staff.

#### RESULTS FROM IMMIGRANT FOCUS GROUPS

Eighty-five immigrants/refugees, coming to Canada from thirty-five different countries, participated in the nine focus groups. The focus groups with immigrants and refugees generally confirmed the Task Groups' identified needs/gaps. Some examples are listed below.

Not all of the identified needs and gaps could be discussed in the focus groups because of limits of time and, in some cases, understanding of/experience with the issues or willingness to discuss (for example, there was very little discussion around prevention services or mental health needs). In almost all cases, however, some participants identified each of the identified gaps or needs as being important to them, confirming that the Task Group participants were indeed on the right track.

There were some cases where focus group participants felt one need/gap was more important than the priorities identified by the Task Groups. For example, under Enhanced Settlement Services, one of two focus groups who explored that area very strongly identified the lack of family physicians as a priority – not identified as one of the top five priorities by the Task Group. On the other hand, in another focus group that also explored the same needs/gaps for enhanced settlement services, that need was not rated highly by most participants.<sup>1</sup> Each Task Group list of gaps/needs was used at two focus groups, and very often what one focus group identified as important was not identified by the other focus group. A sample of the results from two of the focus groups which explored the gaps/needs related to the Enhancement of Settlement Services is included as Appendix A in this chapter. Please note that:

- The wording of the list of needs/gaps was changed to more plain language before they were taken to the focus groups;

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<sup>1</sup> It is likely that the Task Group had not made that particular need/gap a priority because it is a community-wide need and one over which a local immigration partnership council may have little influence.

- The needs/gaps in bold printing were the priorities identified by the Task Group (they were not in bold when given to the focus group participants);
- The bulleted points were comments made by focus group participants;
- The numbers in the right hand column reflect the request to participants to identify the three most important needs/gaps for them.
- Between the two focus groups, almost all of the gaps/needs were identified by at least one participant as being important to them.

Similar results from focus groups with immigrants where the gaps/needs discussed were related to *Comprehensive Service Provision, Public Awareness and Inclusion, and Immigrant Leadership and Civic Participation* can be found on the Centre for Community Based Research website at:

<http://www.communitybasedresearch.ca/resources/LIPC%20reports/FOCUS%20GROUPS%20summary%20report.pdf>

## RESULTS FROM REFUGEE FOCUS GROUP

The full results of the focus group with refugees are attached as Appendix B.

As noted above, the ten refugees who participated were asked a series of open-ended questions about their experiences and suggestions for improved settlement and integration in Waterloo Region. As might be expected, many of their concerns were similar to other immigrants as documented in the needs and gaps identified by the LIP Task Groups. However, some were unique to them. Some of these unique concerns included:

- Some service agencies not understanding of the differences between what is available for refugee claimants, sponsored refugees and other immigrants and the lack of access to many services by refugee claimants;
- The fear of telling their stories over and over again every time they went to a new mainstream service agency because a new interpreter would be used who the refugee did not know could be trusted.
- Not knowing what questions to ask when seeking help, if you are not sponsored and not connected to others who had experience (*If you don't ask agencies/government, they wouldn't tell you. So you needed to ask right kind of questions to get information from agencies and when you first arrive in the country, you might not know what to ask.*)
- The influence of U.S. media's negative reporting about refugees on the Canadian public.
- The lack of financial resources for refugee claimants and their families as they are not allowed to work and must pay for many services that other immigrants/refugees receive free.

## RESULTS FROM EMPLOYERS FOCUS GROUP

Seven employers representing a variety of businesses, large and small, participated and were asked to respond to a series of questions about what hinders employment opportunities for immigrants and refugees. Their responses were shared with the Employment Task Group in their last meeting, as those responses related to the needs/gaps which the Task Group had previously identified.

The table in Appendix C shows those comments (preceded by an \*) where there was a relationship between the focus group discussion and the Employment Task Group identified gap/need. Needs/gaps in

bold were the top six priorities the Task Group identified for further action. Subsequently, three of those (A, D, E) were developed into Strategic Directions and Action Strategies by the Task Group.

Some of the major concerns of the employers' focus group included:

- The need for service providers to understand that different employers have different needs based on the type of work involved, the culture of their organization, the size of the workplace, etc. They felt that service providers often did not understand their needs.
- Immigrants and refugees need to be coached on how to present their “soft skills” and their understanding of Canadian values and norms, especially as those relate to the workplace.
- There is often a disconnect between employer experience and that of the immigrant or refugee. Sometimes that leads to a perception of discrimination but really it is a fear by the employer of doing the wrong thing in relating to the newcomer.
- One comment from one participant was very telling. Despite all of the media attention to the fact that Canada is going to need ever increasing numbers of workers from outside Canada, many employers are not yet “feeling the pinch”. In some sectors, of course, they are very much feeling the pinch and seeking trained employees from outside of Canada because they do not recognize that there may be immigrants and refugees in the community who could meet their needs.

## CONCLUSION

The focus group results summarized above demonstrate the importance of having representation from immigrants, refugees and employers in all aspects of future Partnership Council processes. The Structure for the Council outlined in Chapter 3 of this report takes that into consideration. This need to include all sectors in the structure and in future discussions around priorities and action plans for the Council was further emphasised during the Community Forum by many of the over 200 participants.

**Appendix A**  
**Enhancement of Settlement Services**  
**Combination Of Two Immigrant Focus Group Responses To Identified Needs/Gaps**

	Needs/Gaps <sup>1</sup>	Most Important <sup>2</sup>
	HEALTH SERVICES	
A	<p>Need for medical staff to be more sensitive to cultural and language differences or to have trained interpreters especially for women</p> <ul style="list-style-type: none"> <li>• When I was in the hospital for the first time (in Toronto), they provided me with interpreter and I did not face any problem.<sup>3</sup></li> <li>• In cases of foreign trained doctors, it's not only English but the accent is also very thick and difficult to understand.</li> <li>• When I came here, I was pregnant and was facing a lot of challenges. It would have been good if I had some interpretation support. The doctor (gynecologist) used the word 'induction' or 'inducement' and I didn't know what that meant.</li> <li>• It is very important for medical staff to be culturally sensitive. I am from the US and don't have any problem with the language. However, the medical staff assumes that I understand and know everything about the medical system here. I faced a lot of problems initially because I could ask only a number of questions, as opposed to asking many (which is the case in the US).</li> </ul>	2
B	<b>Refugees especially and the parents of children with mental health problems can not get services.</b>	2
C	Very few prevention services for immigrants and refugees.	
D	<p>OHIP wait period and service providers do not know how prescription drugs are covered and what they cost.</p> <ul style="list-style-type: none"> <li>• The health system is very good but waiting period is way too long (e.g. to get doctors' or specialist's appointment, OHIP). A friend of mine had to wait for 3 months for a surgery).</li> <li>• It would be good to explain about OHIP and what does it cover (and what it doesn't).</li> <li>• For people with disability (on OSWD), the coverage issue is much more complicated</li> </ul>	5
E	<p>Immigrants and refugees often cannot get a family doctor.</p> <ul style="list-style-type: none"> <li>• This is problem for internal migrants also (e.g. lack of family doctors). This is a bigger issue; it is a systemic issue. There is a lack of research to determine if this is more problematic for newcomers than others. There might be an element of discrimination.</li> <li>• The health system is good, but we do not have enough doctors.</li> <li>• I have a doctor now after waiting for four years.</li> </ul>	12

	Needs/Gaps <sup>1</sup>	Most Important <sup>2</sup>
	<ul style="list-style-type: none"> <li>•When I came here, I was pregnant and was without any family doctor for 4 months.</li> <li>•I am here for quite long (for the last 3-4 years) and I don't have any family doctor. However, it is not a big issue. When there is any problem/need, I go to emergency or visit a walk-in clinic.</li> <li>•When we go to emergency (over the weekend) we wait for quite long (in one case for 20 hours). This is especially a big problem when you are pregnant.</li> </ul>	
	HOUSING SERVICES	
F	<p><b>Affordable housing very difficult to get, especially for immigrants and refugees with large families and for single people.</b></p> <ul style="list-style-type: none"> <li>•I had to wait for 2-1/2 years to get affordable/subsidized housing (I am single). I kept going to the government office but nobody helped me. There was a long waiting list. I lived with my brother or other relatives to offset the cost.</li> <li>•I waited for 4 years to get subsidized housing.</li> <li>•I waited for 2 years (2 people said) to get a subsidized housing. During that time, I was paying rent by saving money from my child benefits.</li> </ul>	4
G	Emergency accommodation not family friendly and not accessible because of lack of transportation.	
H	<p>Cost of housing, including first and last month's rent, and the difficulty of immigrants and refugees to get co-signers or references make it very hard for them to get rental housing.</p> <ul style="list-style-type: none"> <li>•Organizations cannot bring co-signers as we land here.</li> <li>•I heard a lot about this from friends.</li> <li>•The first and last month rent is really a big burden.</li> </ul>	6
I	<p>Newcomers do not know their rights and responsibilities regarding housing, at a time when housing discrimination may be increasing.</p> <ul style="list-style-type: none"> <li>•They (landlords) did give us an apartment since we had funds (but not a job). Superintendent of the building was very harsh, we found a Mexican person/friend who helped us by co-signing the lease.</li> <li>•It happens if you don't know language (they say if there is a fire or other emergencies, how can we communicate).</li> <li>•Most of the people did not know about tenancy rights while renting houses</li> <li>•I approached YMCA and they helped me out as well as my friends but YMCA never explained my rights.</li> <li>•A lot of discrimination against black people.</li> <li>•I heard a lot about this, from friends that even if the apartment is available, the landlords (superintendent) won't rent that out to us (black immigrants)</li> <li>•When I came here first as a refugee, I was in a shelter for 2 months and whenever I go to look for an apartment they would not give the apartment even if it's available (as I had inquired them before going there). It is really an act of discrimination.</li> </ul>	6

	Needs/Gaps <sup>1</sup>	Most Important <sup>2</sup>
	<ul style="list-style-type: none"> <li>• There is discrimination against black people not only by the landlords but also by the residents as well.</li> </ul>	
	EDUCATION AND LANGUAGE SERVICES	
J	<p>Newcomer families may have difficulty understanding the school system because: some teachers and administrators do not understand the needs of immigrants and refugees; there are not interpreters for parent-teacher meetings; children put in ESL classes in school may be treated badly by other students.</p> <ul style="list-style-type: none"> <li>• They (settlement organizations) provide wrong information</li> <li>• I didn't know which school should I send my kids to? They don't provide you with clear information</li> <li>• My experience was very good; we get support from Catholic District Board. There is a difference in services of public board and Catholic</li> <li>• For the first 3 years I had problem understanding/communicating with teachers. I could not communicate and tell them about my son's progress/problems. I couldn't attend parent-teacher meetings. There were no interpreters available to support me.</li> <li>• The community centre's outreach coordinator identified another problem. In September, when kids start going to school, a lot papers are sent by the school administration. Families usually don't understand all of them and they come to us to explain what those papers are about.</li> </ul>	8
K	<p><b>Immigrants and refugees face many barriers in trying to get good ESL training - waiting lists including waiting lists for child care, no transportation, no ESL programs near where they live, not enough testing and assessment of language skills, slow pace of learning, cost in some cases, no language training related to the workplace..</b></p> <ul style="list-style-type: none"> <li>• My son got an ESL teacher and it was a good experience. There is a problem of differential treatment (he feels excluded).</li> <li>• ESL instructors should be more patient (not too fast) from moving level 1 to level 2.</li> <li>• They put me on waiting list for ESL class for 6 months and the ESL school I go to is located in Waterloo which is quite far from here. I have to change two buses to get there because child care is available only in that centre.</li> <li>• If I get citizenship, I won't be able to avail that child care.</li> <li>• Even if you want to continue to improve (language and skills) there is no child care available.</li> <li>• Why can't they have some courses in French which is my 2<sup>nd</sup> language?</li> <li>• I want to volunteer to get experience but there is no child care available. I want to feel part of the community and wanted to volunteer at non profit organizations but there is no child care available. [include this in Public Awareness and Inclusion Task Group]</li> <li>• The ESL classes were good but there are not enough centres offering this service especially with the close of public school classes.</li> <li>• There are ESL students staying in the same level for one year. There is not enough workplace language training.</li> </ul>	3
L	<p><b>Interpretation services difficult to get for many services (legal, justice, medical, etc.) because there are no interpreters for some languages or the interpreters that are available are not satisfactory or there are no funds to pay</b></p>	

	Needs/Gaps <sup>1</sup>	Most Important <sup>2</sup>
	<p><b>interpreters</b></p> <ul style="list-style-type: none"> <li>• Response from the community centre’s outreach coordinator. We face challenges finding interpreters at the community centre, especially volunteer interpreters. Many programs do not cover for interpretation and volunteer interpreters are very stretched.</li> <li>• Teachers are being prejudiced against black students. My son often used to tell this when he was young. For instance, my son and another of his black friend were not allowed to chew gum while others were allowed to do so.</li> <li>• Teachers should be taught about cultural food. I would prepare Indian curry for my son but he would bring back his lunch, probably other students would ridicule/laugh at him. One day I went to his school and talked to the teacher. She listened to me attentively and then took the initiative to explain it to other students. After that, my son’s classmates started liking that food and would never make fun of him.</li> </ul>	2
	EMPLOYMENT PREPARATION SERVICES <sup>4</sup>	
M	Career services may mislead immigrants and refugees to think they will get them work, when all they really do is give them advice about how to get work.	
N	<p>Volunteer placements are often unavailable to match with newcomer training or experience; volunteering is not possible when newcomer needs income.</p> <ul style="list-style-type: none"> <li>• There are a lot of problems with child care issues facing women who are looking for work or want to improve their skills. I can’t do anything; if I want to study my son would come and steal my papers. If I had child care services, I could have accomplished a lot of things.</li> </ul>	3
O	Employment services are not coordinated, and there is no guide for immigrants and refugees on which employment service they should choose.	
P	<b>Barriers to accessing employment including: “9” on non-permanent SIN #; 3-6 months before refugee claimants can begin work; limited funding for good programs to help refugees get employment; no cultural sensitivity, or actual discrimination by employers.</b>	
Q	Many immigrants and refugees find it difficult to spend the time to look for or keep jobs when they are spending time and energy trying to deal with broken sponsorships, immigration issues, difficult systems (example, schools), level 3 language requirement for employment training, etc.	3

Notes:

<sup>1</sup> The Needs/Gaps were identified by the Task Group. Those in bold were considered priorities by the Task Group.

<sup>2</sup> Needs/Gaps deemed most important by Focus Group participants.

<sup>3</sup> Indented and bulleted lines are comments made about the needs/gaps that were discussed by Focus Group participants.

<sup>4</sup> This section was not discussed at all in the first group.

## Appendix B – Refugee Focus Group Results

(10 Participants)

### What are the most important needs that you have (or had) on arrival in this community as a refugee that are not (were not) met?

- Lack of financial resources to meet basic needs; I just had an air mattress and was facing some health problems. There were no furniture and no information available where to get furniture at reasonable price
- There was no health assistance/information; lack of family doctor
- There was not a website (information hub) to provide all the information that we needed.
- For people who had family, there were no information available about schooling (e.g. transfer of credit, when to enrol, etc)
- There was lack of information (in our language, including interpretation services)
- People coming from certain religious/geographic backgrounds face more problems (e.g. Muslims). Christians could get assistance from Churches but no such help was available for Muslims
- We had to repeat our stories to each social agency through interpreters. Each agency would have its own interpreter and we had to tell our stories to all these individuals/interpreters again and again. Our privacy was compromised. Usually these interpreters were from our own communities so there was this stigma attached (being a refugee). The agencies would say that the interpreters were professionals, but still they could harm us (e.g. subtle negative feelings)
- Language is the biggest problem in accessing services/information

### How did you receive information about those services/programs?

- Mostly we got information from our friends or people belonging to our ethnic communities. Sometimes these information could be wrong.
- If you don't ask agencies/government, they wouldn't tell you. So you needed to ask right kind of questions to get information from agencies and when you first arrive in the country, you might not know what to ask. So you have to know what to ask
- We didn't know that you could ask for extra money for winter clothing; if you don't know they won't tell you
- YMCA, MCRS were really helpful in providing these services/info. Now if somebody ask me, I refer him/her to MCRS. They are quite organized and can direct you in the right direction

### What additional supports would be of value to you as you attempt to settle and integrate into this community?

- ESL didn't help me to improve my (conversational) English. There is a need to have more conversational sessions/classes. They could match you with some Canadian born speaker to improve conversational English. There should be some kind of mentoring with Canadian born speakers outside of ESL classes
- At conversation circles (e.g. English Café), child care can be a problem. They could hold their classes when children are at schools (for adults) and also after school hours (for children)
- There is a lot of help available but it needs improvement; it's about connecting the need with needy.
- There should be mentoring beyond ESL (to make the whole settlement experience more comfortable).
- Agencies should be aware of differential needs because refugees can't access all the services because of their status. Government assisted and refugee claimants (seekers) have different needs (and can't access all the services). There should be a better training for agency staff to understand these differences.
- If you are not a resident, you have to pay a lot to access services (e.g. schooling). We have to wait 1-2 years before we get residency.

- Information (about jobs) is available as if you are a Canadian citizen. There is some help available but it serves mostly the residents or approved refugees and not refugee claimants
- Housing is another problem, especially for those who have families with them. Sometimes mother has to go to one place and the father to another (in case of emergency shelter/housing)
- In schools, they don't recognize our previous credits/education. I did my grade 9 in my home country but they didn't recognize and I had to do it again.
- Coordination of services can be a problem because of competition among agencies for funding. We should have some larger body to provide all these services. There is a lack of capacity and resources in smaller organizations
- A lot of services (e.g. host family program) are not available to refugee claimants. Refugee claimants are afraid of connecting with people from their own community (host families).

**Do you see any evidence of discrimination against immigrants/refugees in this community?**

- I came from California (another from Texas) and I faced discrimination there but not so much in this community
- There is racial profiling by the police (unnecessary questioning)
- For Muslims, they are subject o random inspections (at the airports) more often than others
- Employers do discriminate on the basis of your names. Once I changed my name and I got call from the employer for an interview
- It is hard for us to find housing in the beginning. They want us to have a co-signer. They don't accept social assistance cheques. When we arrive here, we usually don't have a co-signer.

**What do you think the general public needs to learn about refugees in this community?**

- The fact that he/she doesn't speak good English doesn't mean that he/she is not educated or capable
- You can't make assumptions about people without knowing them
- Refugees make a lot of contribution to build this country/community
- This country is built by immigrants, these new people are also immigrants and will contribute to build this country
- Involve media to spread the message, especially TV
- Educate old comers about different cultures and religions of newcomers so they don't find anything strange
- Educate people in schools about cultural diversity
- Refugees should also demonstrate that they are contributing to the community
- Canadians are getting influenced by US media (racial jokes)
- There is a fear that immigrants/newcomers will take job of Canadians; so there is some kind of rejection by the mainstream community.
- Rights of refugees are the same; promote human rights agenda
- Promote participation of people from diverse cultures at government leadership positions. This will convey the message to the wider community and will have role models for refugees. The equity law should be implemented in an effective way
- Educate people about the contribution that refugees make. They are considered as greedy, taking government money, etc. But this is not the case. Refugee claimants cannot work for the first 6-8 months and they do a lot of volunteer work. We calculated yesterday that on average a refugee claimant works 4,600 hours a year. Even if we paid them the minimum age, it would be more than \$ 40,000 a year. We should educate people about that

## Appendix C - Employer Focus Group Results

**\* Employer Focus Group Identified Needs/Gaps related to Employment Task Group Identified Needs/Gaps**

	Gaps/Needs
<b>A</b>	<p><b>Lack of support to employers (esp. small businesses) to hire immigrants: (information needs to be tailor made for different employers with differing needs; resources are needed for employers (legal help, risk assessment, understanding status issues) who do hire immigrants and resources are also need to support immigrants in the workplace – a gap in WRIEN’s work)</b></p> <ul style="list-style-type: none"> <li>* Employers would like to receive candidates’ summary info from a pre-screening process to be more prepared to interview them.</li> <li>* Employers would like to receive clear candidate references related to a particular position.</li> <li>* Training needed for HR professionals on how to deal with new Canadians</li> </ul>
<b>B</b>	<p><b>Language barriers: (there has been erosion of ESL resources at grass roots level; language benchmarks seen as artificial barrier; literacy, education and skill levels are often inadequate for workplace)</b></p> <ul style="list-style-type: none"> <li>* Immigrants need to improve their English language level and their communication skills</li> <li>* Lack of understanding of Canadian culture and norms</li> </ul>
<b>C</b>	<p><b>Increased immigrant unemployment/poverty: (increasing numbers of immigrants living in poverty; lack of strategies around lower skilled jobs)</b></p> <ul style="list-style-type: none"> <li>*Employers are not feeling the pain yet in terms of need for foreign trained workers</li> </ul>
<b>D</b>	<p><b>Lack of coordination and integration of services/programs: (no one-window operation; employers and immigrants do not know where they fit in the menu of service providers; fragmented approaches to employers by service providers, barriers to communication amongst service providers and funders)</b></p> <ul style="list-style-type: none"> <li>* Service providers need more depth of knowledge with integration of approach to coaching and referrals - having one guideline to be followed by all service provider agencies.</li> </ul>
<b>E</b>	<p><b>Lack of knowledge about available services by employers, immigrants, services providers and general public: (lack of effective implementation of communication/marketing strategies)</b></p>
<b>F</b>	<p>Service providers’ lack of understanding of employers’ needs: (gap between how employers actually hire and how service providers perceive the hiring process; may be confusing messages given to immigrants about employer expectations; even a gap between service providers and employers in how they perceive the issue(s))</p> <ul style="list-style-type: none"> <li>* Service providers don’t understand employer needs – big disconnect between what they think employer needs are and the reality</li> <li>* Employers look on resumes for evidence of team work and leadership skills in addition to a positive attitude.</li> <li>* Coaching is needed for newcomers re soft skills and expectations</li> <li>* Newcomers do not see the need for upgrading to Canadian Standards.</li> </ul>

<p>G</p>	<p>Lack of advocacy: (critical mass of immigrants/refugees unorganized, unable to advocate their issues for themselves; no one appears to be advocating for realistic funding to match employment needs of immigrants/refugees; disconnect between various immigration policies and huge gap in implementation of existing policies – often under provincial and federal jurisdiction and beyond local communities’ control)</p> <ul style="list-style-type: none"> <li>* Immigration Point System does not necessarily match employer needs at the time.</li> <li>* Governmental regulations – challenges that employers face and are out of their control.</li> <li>* There need to be more success stories shared with employers and general public</li> </ul>
<p>H</p>	<p>Discrimination in hiring: (downturn in economy has put greater pressure on immigrants and refugees in terms of opportunities for employment; government not looking at fair hiring and wage policies; policies and laws can be barrier to hiring new Canadians – e.g., professional association requirements; large employers, including government should be leaders)</p> <ul style="list-style-type: none"> <li>* Accreditation requirements by professional associations hinders opportunities for newcomers.</li> <li>* Employers are afraid of being seen to be discriminating so are reluctant to take the risk to hire or even interview foreign trained workers.</li> <li>* Discrimination is not intentional – it comes from fear of doing the wrong thing and human need to take path of least resistance.</li> <li>* Disconnect between employers’ personal experience and Immigrant experience</li> <li>* Immigrants will apply to employers where they see themselves reflected in workplace at all levels.</li> </ul>
<p>I</p>	<p>Service providers’ lack of understanding of users’ needs (inadequate explanation)</p> <ul style="list-style-type: none"> <li>*Service providers and school guidance counsellors are not realistic about employer needs and expectations.</li> <li>* Service providers and school counsellors need to guide newcomers on their need to reinvent themselves – take their experience and broaden it to Canadian context.</li> </ul>
<p>J</p>	<p>Lack of support by the service providers: (lack of support for immigrants who get hired without going through service providers)</p> <ul style="list-style-type: none"> <li>* Should be more appropriate mentorship programs for newcomers.</li> </ul>
<p>K</p>	<p><b>Lack of foreign credentials recognition and/or acceptance (by employers, employees, general public)</b></p> <ul style="list-style-type: none"> <li>* Lack of recognition of immigrant skill sets – the skill sets need to be certified</li> <li>* Immigrants don’t know how to make their skill sets transferable to the Canadian workplace.</li> <li>* Immigrants need support to help them sell themselves here.</li> <li>* Immigrants need to be open to pursue a certification that Canadian employers recognize to be employed in their field of expertise</li> <li>* Immigrants have to prove that they are able to perform the role.</li> </ul>